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## Munro back at AA

**RICHARD** Munro was today named as the new CEO of the Accommodation Association (AA), replacing incumbent Dean Long who is expected to take up his new role as AFTA CEO in the coming weeks (**TD** 15 Jul).

Munro led the Association between 2011 and 2019 before becoming CEO of the Cronulla Sharks NRL team.

He takes up his new role on 20 Sep, and will continue to see the proposed merger of the organisation with the Australian Hotel Association/Tourism Accommodation Australia through to completion.

## Flight Centre US OTA push

**FLIGHT** Centre MD Graham Turner this morning confirmed the company's online travel agency brands will enter the US market from next month through an expanded global agreement with Google Flights.

The company's Jetmax OTA division was recently added to the Google Flights platform in the UK, Australia and NZ, meaning BYOjet and Aunt Betty are offered as booking options for local Google Flights search results.

The global pact with Google will allow the Flight Centre brands to "offer their discounted international airfares to

travellers in large and potentially lucrative new markets globally," Turner said during an investor presentation.

The update confirmed that Flight Centre was continuing to achieve its strategic goals despite the current subdued climate, including "maintaining key assets and investing in key growth drivers to win market share".

Turner said several of the company's businesses were now back in profit or approaching breakeven, with Flight Centre delivering "consistent revenue growth during the year, despite volatile conditions".

He detailed a lengthy liquidity runway, with more than \$1.3 billion in cash and investments, offset by \$416 million in client funds owed to suppliers as at 30 Jun 2021, but also noted a hefty \$66 million provision for doubtful debts including moneys owed by retail and corporate debtors as well as override debtors.

The potential easing of border restrictions across the globe is expected to boost sales, while in Australia there is now "light at the end of the lockdown tunnel" as governments flag quarantine-free travel to countries with high vaccination rates such as the UK, USA, Fiji, Japan and Singapore - all top ten destinations for Australian travellers.

Turner also noted that the added complexity of travel in a post-COVID environment "plays to Flight Centre's strengths".

## Today's issue of TD

*Travel Daily* today has seven pages of news including our PUZZLE page.

## Burnes HLO sale

**THE** self-managed superannuation fund held by Helloworld CEO Andrew Burnes and Executive Director Cinzia Burnes has more than halved its stake in the company in recent days, according to an ASX notice lodged yesterday.

The pair's investment vehicle Longbush Nominees, which is the trustee for the Burnes Superannuation Fund, offloaded the stake at an average price of \$2.19 per share, making a total of \$1.486 million.

Longbush Nominees now holds 542,898 shares in Helloworld.

Andrew Burnes still has a personal holding of 10,495,531 shares while Cinzia Burnes has 10,138,014 Helloworld shares, and their jointly held The Burnes Group Pty Ltd holds 20,348,287 shares in the company.

## Carnival defers start

**CARNIVAL** Cruise Line this morning began advising agents and their clients that it was extending its pause in Australian operations until 16 Jan 2022.

The update applies to both *Carnival Spirit* and *Carnival Splendor* departures, with the company offering up to \$900 onboard credit per stateroom on rebookings by 31 Dec for departures to 30 Sep 2023.

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## AC boosts VA pact

**AIR** Canada has confirmed an expanded partnership with Virgin Australia's Velocity program, as it gears up to relaunch flights from Sydney to Vancouver (**TD** 06 Sep).

Four weekly services are scheduled from 17 Dec, arriving in YVR at 7am giving plenty of options for onward connections.

The VA pact allows Velocity members to earn and use points and status credits on Air Canada international and domestic flights.



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## Journey Beyond joins CATO

**THE** Council of Australia Tour Operators (CATO) has announced a new agreement with Journey Beyond, which will see the Australian experiential operator become a "founding member of the CATO accreditation scheme".

Journey Beyond has 13 brands in its portfolio, including The Ghan, Indian Pacific, Outback Spirit, Cruise Whitsundays, Sal Salis Ningaloo Reef, the Eureka Skydeck and more, with the company's Chief Commercial Officer, Peter Egglestone, saying CATO's goal to "inspire innovative and sustainable travel" aligns well with the way the Journey Beyond Group operates.

"CATO's new accreditation scheme is specifically designed for the land supply sector and thus provides a far better fit for our business and its iconic products," Egglestone said.

He noted that the change

results in Journey Beyond's withdrawal from the AFTA Travel Accreditation Scheme, but "does not diminish our steadfast commitment to agents who have been an instrumental part of our growth story during COVID".

CATO Chairman Dennis Bunnik and MD Brett Jardine unveiled plans for the new accreditation program three months ago (**TD** 28 Jun), at the same time as adopting a new constitution and national structure.

The new "external independent accreditation scheme, fit-for-purpose, for the land supply sector," is currently under development.

## Happy Sustainable Traveller day!

**TODAY** has been declared the inaugural World Sustainable Traveller Day by Dayana Brooke, the founder of Savenio-affiliated agency The Sustainable Traveller.

Brooke said she set up her travel business with the aim of offering and advocating for sustainability "within an industry that is reliant on the very nature it's destroying".

## Chimu eclipse flight

**CHIMU** Adventures will offer a unique opportunity to view a solar eclipse on 04 Dec over the remote Scotia and Weddel Sea.

A dedicated scenic flight using a QF Boeing 787 will take travellers directly from Australia high above the clouds offering an unobstructed view, making them "among a mere handful in the world privy to the phenomenon this year" - [chimuadventures.com](http://chimuadventures.com).



## Window Seat

**TALK** about staying in unique accommodation!

The Mexican Government has announced plans to give away the safe house of former drug kingpin Joaquin "El Chapo" Guzman in a national lottery.

While the winner will not get to relish every feature that El Chapo enjoyed, like the escape tunnel underneath the bathtub which has since been filled with concrete, they will get to live inside a modest two-bedroom house located in the aptly named suburb of Freedom.

In his time there, the drug lord had hundreds of surveillance cameras installed on the humble exterior and rumor has it, rigged the house with more than one escape route.

Whoever wins the lottery may find the neighbors a bit on the stand-offish side, as recent interviews with residents on the street suggest they are not interested in talking about El Chapo, or even for that matter having his name mentioned.

Let's just hope for the new owner's sake, El Chapo doesn't turn up on the doorstep with the repossession papers.



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## ETG's tailor-made deal

**EXPRESS** Travel Group (ETG) has forged a new partnership with Designer Journeys, enabling its agents to gain exclusive access to the company's global network of travel designers.

The recently rebranded Designer Journeys (**TD** 04 Aug), formerly operating as Tripfuser, will offer ETG advisors a range of benefits under the terms of partnership, including close to 2,000 bespoke itineraries, access to its customisation platform that makes designing trips easier, as well as a dedicated support team to provide advice on each step of the design, booking and travel experience.

"Having Designer Journeys on board will provide our member agents the ability to design and deliver unique tailored travel itineraries for their customers, backed by the great technology, service and support that the Designer Journeys team delivers,"

ETG Executive General Manager, Ari Magoutis said.

Meanwhile Designer Journeys CEO Matt McCann believes the tie-up will prove especially valuable to ETG in a travel climate that is tipped to see increased demand for private and flexible travel plans.

"With the demand for private, customised travel solutions set to increase when travel re-opens, we will be there, ready to support ETG Agents to deliver unique, tailored experiences for their clients," he said.

### EK A380 to Turkey

**EMIRATES** plans to introduce its first scheduled commercial Airbus A380 service to Istanbul from 01 Oct.

The A380 flights will offer 517 seats, 427 in Economy, 76 in Business and 14 private suites in First class.



## Jewel of the Nile

**AMAWATERWAYS** commenced sailings aboard its latest vessel *AmaDahlia* on the Nile in Egypt this month.

The ship features 36 staterooms and 16 suites, and is currently offering 11-night itineraries through to Jun 2022 from Luxor to Aswan, visiting sought-after Egyptian attractions like the Valley of Kings and Queens.

## Lyall undergoes reno

**THE** Lyall Hotel and Spa in Melbourne is currently undergoing a major renovation that will see the property emerge with completely refitted designs for its suites.

The restaurant and bar area is also being expanded and recreated to encourage all-day dining, as well as updates to leisure facilities in the Lyall Spa and the relocation of the gym, which will now overlook the Japanese Maple Garden.

## NRMA's Airlie buy

**NRMA** Parks & Resorts has acquired the Seabreeze Tourist Park in Airlie Beach, with the Qld property to be renamed NRMA Airlie Beach Holiday Park.

NRMA Parks and Resorts CEO Paul Davies said the purchase is suited to its growing portfolio and would benefit travellers seeking a tropical escape.

"For our portfolio, Airlie Beach is a natural fit along the touring route between popular stopovers at Yeppoon and Bowen, enabling a seamless NRMA road trip itinerary of Queensland's tropical north," he said.

"Airlie Beach is a wonderful getaway for families and friends with the chance to explore the Whitsundays," Davies added.

The five-hectare Airlie Beach Holiday Park, centrally located in town, features Balinese-style one- and two-story villas, as well as new two-bedroom bungalows and cabins, all of which include storage areas for cars and boats.



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## Ireland expo wraps

**THOSE** who missed all of the fun of Tourism Ireland's recent Virtual Expo can still check out the many informative webinars that took place for the next 90 days by **CLICKING HERE**.

The event saw many attendees walk away with prizes, including Maria Summers from Helloworld Travel Ballina who won a four-night stay at Fota Island Resort & The Kingsley, as well as Sharon O'Brien from Live Breathe Travel who scored four nights in Northern Ireland courtesy of Visit Derry and Hastings Hotels.

More than 30 industry partners presented at the Ireland Expo which took place last week.

## LH Travelport deal

**LUFTHANSA** Group has signed a new tech agreement that will see Travelport distribute the carrier's NDC content through the retailing platform Travelport+.

Expected to launch in the first half of 2022, the deal provides Travelport-connected travel agencies the ability to access Lufthansa's content by signing up to one of the two available commercial NDC models, the NDC Public model or NDC Bilateral.

## Finnair int'l routes

**FINNAIR** plans to relaunch services to LA and NYC in line with demand picking up, with the two new long-haul routes from Stockholm joining confirmed plans to reinstate Helsinki-Osaka from Oct.

## Sweet treats titillate travel

**THE** first week of the inaugural Great **Travel Daily** Bake Off has inspired some very impressive creations, with several delightful interpretations of caramel slice clearly going down a treat.

**Candice Free from Travel Associates Geelong** made "the best caramel slice ever" (**right**), using her secret tip of taking the caramel right to the edge, as dark as you can without burning it.



vegan butter or margarine.

Our third featured entry this week is from **Janelle Anderson of Queanbeyan City Travel** whose artful creation (**right**) is a recipe she obtained from "a fabulous lady who ran the B&B I stayed in at the hills of Auckland some 10 years ago".

Her chocolate, hazelnut and espresso slice is a "fab twist on an old favourite, with a bit of a caffeine hit for those afternoon slumps"!



"It makes the caramel much more intense," she added, noting the importance of letting the slice warm up a bit before serving it so the caramel gets soft and gooey!

**Trudi Sheppard from APT Travel Group** sent through her sterling Vegan Caramel Slice (**left**) which looks sensationally scrumptious.

The unconventional bake uses sweetened condensed coconut milk with vegan chocolate and



This week's challenge is Carrot Cake, so keep cooking for an opportunity to win a \$50 gift card - send entries to [bakeoff@traveldaily.com.au](mailto:bakeoff@traveldaily.com.au).

## Follow the sunshine

**AFTER** experiencing serious disruption to the winter holiday period, Visit Sunshine Coast Chief Executive Officer Matt Stoeckel said the uncertainty caused by the COVID-19 pandemic had decimated tourism businesses over the past six months.

The region is now calling on Queenslanders to "follow the sun" in a new promotion to encourage travellers from the state to plan a trip to the Sunshine Coast this month.

## SQ cancels flights

**SINGAPORE** Airlines has cancelled dozens of flights to Australia between Oct and Dec, blaming a lack of clarity from the Federal Government around caps as the reason.

"What we need to do is get airlines, airports, governments at state and federal level around the same table to talk about how Australia is going to reopen," the carrier's local PR representative Karl Schubert told ABC radio.

## No jab, no dice

**THE** United Workers Union is opposing Crown Resorts' mandatory COVID jab plan for staff members and visitors.

The union says only governments should be able to mandate vaccinations, with Casino Director Dario Mujkic stating the announcement of the tentative mandatory jab plan would cause "unnecessary angst" for workers.

# Summer Escapes

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## Abercrombie & Kent





## Hope springs eternal - but questions remain

### OPINION

Ben Caplan is  
MD of Sydney-  
based Wall Street  
Travel.

Got an opinion  
to share? Let us  
know in up to 400  
words via email to  
[feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).



**LAST** week I participated in Dan Tehan's Zoom call. I came away encouraged and full of hope that I would soon be returning from the travel industry's long hibernation - the end is in sight.

That said, no exact date was provided, yet based on what was discussed my expectation is opening day will be as early as mid to late Oct or no later than the end of Nov - subject to vaccination targets being met.

As NSW heads toward the National Cabinet's double vaccinated number of 80%, this will allow international travel to recommence.

That said, it is now appropriate that the Australian travel industry develops a formula to determine business viability/survivability going forward.

A checklist needs to be created, which is applicable no matter what size a business is/was. This can be devised by an accountant and must include, wages, rent, and various insurances etc.

It needs to be a guide to determine how much capital a business should have available to reopen its doors to trade.

The industry is basically starting from zero. Yes, many businesses may expect past clients to return, whether they are in the retail sector or in the corporate space.

As they say "timing is

everything": what does that mean? Initially we simply have no basis to determine when our loyal clients will return and at what volume.

Based on two articles in *The Australian* last weekend, the American experience is that corporate travel had an initial flurry and is now more subdued and a number of carriers are now not expecting to be profitable over the current and next quarter.

Even the airlines are finding it hard to find enough paying passengers to trade profitably in the current environment despite having an open economy and much more freedom of movement in the USA.

“  
Non-viable businesses  
have the ability to  
destabilise the market  
by creating consumer  
expectations in  
relation to pricing that  
may be below cost  
”

This means businesses must have access to enough cash to survive and thrive in the post-COVID-19 economy.

If NSW opens in late Oct or Nov, will potential leisure travellers be booking getaways for the forthcoming summer break, or will they be waiting until the northern hemisphere warmer weather to travel?

So when do you advise your clients that you are back? How many of your stood down staff

are still available to return and on what basis will they be paid?

More importantly the checklist needs to include a suggested guide as to how much capital is required to restart.

How is this determined? AFTA has all members' financials via ATAS. To ensure survivability and consumer goodwill when trading recommences, it is paramount that businesses that are not financially viable are discouraged from trading.

It will be a tough environment and businesses do not need to compete in such a climate with possibly subdued demand against undercapitalised businesses that may choose to sell below cost to simply create cash flows and then go bust.

Yet these non-viable businesses have the ability to destabilise the market by creating consumer expectations in relation to pricing that may be below cost.

Plus, AFTA may need to remind members that employees need to be paid the minimum award salary based on days worked, not on what may be agreed between employer and employee because resources have been exhausted.

No one wants Fair Work calling, due to disgruntled employees realising their pay is wrong.

The Australian travel industry is still going through COVID-19; it may be time for many to exit the industry and those that stay must be aware of what is ahead and what the minimum that will be required to be viable.

Even then that is not a guarantee of survival or success.

We need guidance and a plan to survive and thrive.

## Sandals safety

**CARIBBEAN** all-inclusive resort operator Sandals has announced a comprehensive "vacation protection program" offering a guaranteed replacement holiday - including airfare - for any guests impacted by COVID-19 related travel interruptions.

Sandals Vacation Assurance aims to "take the worry out of travel," with all current and new reservations made between now and 31 Dec for travel until the end of next year automatically receiving the bonus at no charge.

The offer includes no rebooking fee, a US\$500 per person airfare credit for US travellers, quarantine stays of up to 14 nights at no charge, in-resort COVID-19 testing to meet any government requirements, and free cancellation 31 days or more in advance of departure.

## Chengdu sport push

**THE** Chinese city of Chengdu has launched a formal outline to build its profile as a "World Famous City of Sports Events".

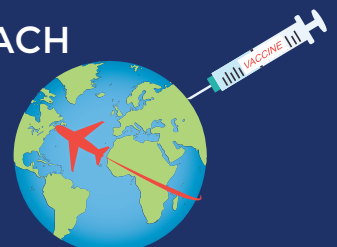
An event last week detailed the plan, with participating organisations including the PGA Tour, the Australian Open, La Liga, Bayern Munich and Juventus.

Chengdu boasts an array of sporting venues including Dongan Lake Sports Park and Fenghuang Mountain Sports Park, with the blueprint promising to "integrate sports into citizens' lives while giving sports a better role to play in promoting the city's growth".

Deputy Mayor Liu Xuguang urged anyone with a "will to develop a sports business and industry to come and share their knowledge as Chengdu develops".

AUSTRALIANS WILL BE ALLOWED TO TRAVEL WHEN WE REACH  
80% OF THE POPULATION VACCINATED, SO LET'S

#givetavelashot  
#letsgetto80



## Queensland word search

D	E	S	A	L	G	U	O	D	T	R	O	P	S	S
N	E	H	J	D	G	C	R	K	T	P	U	U	T	S
A	R	B	Y	T	I	E	M	S	W	Y	N	E	E	Y
L	T	B	R	I	S	B	A	N	E	S	K	A	G	A
S	N	S	H	K	O	O	P	N	H	R	E	U	R	D
I	I	O	S	G	C	W	F	I	A	R	G	S	O	N
R	A	E	U	D	O	F	N	M	Z	Z	D	T	G	U
E	D	A	L	J	I	E	I	A	J	G	I	R	N	S
S	X	O	E	I	C	D	S	X	S	K	R	A	A	T
A	G	O	U	O	N	O	C	N	T	U	B	L	M	I
R	Y	A	A	U	O	I	R	E	Q	R	Y	I	S	H
F	C	S	M	N	K	I	X	X	V	A	R	A	S	W
Z	T	U	A	B	A	O	I	D	L	N	O	Z	O	I
L	E	M	E	C	S	P	N	U	T	D	T	O	M	U
L	A	M	I	N	G	T	O	N	S	A	S	O	Z	J

**SEE** if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

AUSTRALIAZOO  
BRISBANE  
CAIRNS  
DAINTREE  
EUMUNDIMARKETS  
FRASERISLAND  
GOLDCOAST  
KURANDA

LAMINGTON  
MOSSMANGORGE  
NOOSA  
PORTDOUGLAS  
STORYBRIDGE  
SUNSHINECOAST  
WHITSUNDAYS

## Unscramble

**HOW** many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

N	E	I
B	K	A
G	M	R

Good – 18 words  
Very good – 27 words  
Excellent – 36 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

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Travel Daily



## Know your brands

**LOGOS** are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is. See if you can identify these four logos.

1



2



3



4



## Whose flag is this?



**THIS** country adopted this flag in 1960 when it became independent from France.

The old flag featured the same colours but with a thinner yellow strip and the French tricolour in the top left corner.

The yellow refers to the equator which cuts through this African nation, and the sun, while the green is for the natural resources and the blue for the country's extensive coast.

Do you know whose flag this is?

ANSWERS 15 SEP  
Know your brands: 1 Hallmark, 2 Four Points by Sheraton (Hotels), 3 Tourism Ireland, 4 Liffeline  
Whose flag is this: Gabon  
Unscramble: akin, bake, baker, baking, bank, banker, bark, barking, beak, bike, biker, brake, breaking, break, breaking, brink, eking, embank, embark, EMBARKING, kerb, king, make, maker, making, mark, marking, mike, milk, mark, rake, raking, ramekin, rank, remaking, rink

## Get Wiggling around Australia



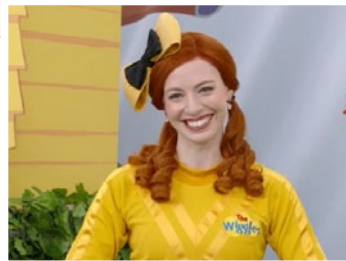
**TOURISM** Australia's Holiday Here This Year campaign just got a whole lot more fun, with news that The Wiggles have jumped aboard to create a new guide to the best domestic holidays.

*The Great Australian Wiggly Road Trip!* allows children to track the hugely popular kids entertainment group as they travel across each state and territory to explore the country's most iconic destinations.

"We are so incredibly excited to be partnering with Tourism Australia in such a monumental year for The Wiggles and a unique time in history," said Blue Wiggle Anthony Field.

"We are so excited to share some of the great locations that Australia offers, there's so much to see and do right here in our own backyard," he added in between large mouthfuls of mashed potato.

Tourism Australia has also introduced a new Wiggle-themed hub on [Australia.com](http://Australia.com), featuring videos, A-to-Z Australian animal flip cards, a bingo game, a story generator that will allow kids to create personalised stories, as



well as inspirational ideas for families to plan their next holiday in Australia.

"We know how precious holidays with young children can be and hope our partnership with The Wiggles leads to family holidays that become lifelong memories," Tourism Australia Managing Director Phillipa Harrison said.

The partnership will also see The Wiggles release a new song and YouTube content series designed to teach children how they can holiday the Wiggly Way around the country, although it is unconfirmed at this stage if this will mean planning road trips in the big red car.

Tourism Australia is also an official partner of an upcoming nationwide Wiggles Tour in 2022.

**Pictured:** The new book and inset Emma Wiggle making the exciting announcement.



travelBulletin

CLICK to read

CATO is forging its own future with a new constitution, accreditation scheme and other reforms. Read more in the September issue of *travelBulletin*.

## MRPS plays it again

**FOLLOWING** the sell-out success of Murray River Paddlesteamers' (MRPS) first ever seven-night cruise to Koondrook, which departed last Sun, the cruise line has been able to schedule four new return and one-way departures next month.

The first seven-night cruise sold out in just a few days, with MRPS visiting Koondrook for the first time in more than 20 years.

New cruises depart 04, 10, 14 and 18 Oct, priced at \$1,600pp.

## Accor scores a try

**ACCOR** has released a number of fantastic footy deals as NRL finals fever hits Queensland.

All of the League's postseason games will be played in Queensland for the first time, and Accor, the official accommodation partner of the NRL, has a selection of hotels conveniently located nearby to the stadiums.

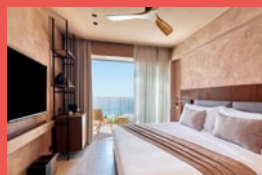
Prices lead in from \$135 at the ibis Mackay, located close to Mackay Airport, and just an eight-minute drive to BB Print Stadium.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Hilton Worldwide's inaugural location in Vietnam, **La Festa Phu Quoc, Curio Collection by Hilton**, will launch in Vietnam in 2023. The 197-key hotel is due to open under a management agreement with one of Vietnam's leading hospitality and real estate development companies, Sun Group. Located just 20 kilometres from the Phu Quoc International Airport, the resort will sit within Sun Group's Sun Premier Village Primavera development.



Marriott Bonvoy has added **Domes of Corfu, Autograph Collection** to its Greek portfolio. The 223-guestroom hotel has opened following an extensive renovation. Offering a bohemian experience, the hotel brings together world-class dining, serene wellness facilities, and family adventures. Located on the shores of the turquoise Ionian Sea, the hotel is situated on Corfu's western coast, along Glyfada Beach.



**The Langham, Jakarta**, which opened last week, marks the brand's first property in Southeast Asia. The landmark hotel features a culinary partnership with English Michelin-starred chef Tom Aikens, and the highest infinity pool in Jakarta. The stylish and contemporary 65-storey hotel is strategically located within the prestigious complex of District 8, a mixed development complex of 11 towers at Sudirman Central Business District.